
Adaptive Processes Consulting

Course Outline – Introduction to CMMI for Services

Course Code	Intro-CMMI-SVC
Course Duration	2 Days
Pre-requisite	None
Course Description	
<ul style="list-style-type: none">▪ This one-day course introduces service providers, appraisal team members, and process group members to CMMI® fundamental concepts related to service delivery. The CMMI for Services (CMMI-SVC) model defines effective practices that ensure quality services are delivered to customers and end users. Some types of services that would benefit from using CMMI-SVC include operations, logistics, maintenance, IT, and many other services in other government and industry.▪ The course is composed of lectures and class exercises with ample opportunity for participant questions and discussions. After attending the course, participants will be able to describe the CMMI-SVC model, discuss the model's process areas, and locate relevant information in the model.	

Learning Outcome	
<ul style="list-style-type: none">▪ Understand how CMMI-SVC v1.2 can help a services organization improve their performance▪ Describe the unique elements of CMMI-SVC v1.2▪ Locate information in the CMMI-SVC v1.2 model	

Course Outline

Module 1 (4 Hours)

1) Course Introduction

2 hour

- Introduction to the program
- Introduction to the participants and their expectations
- Introduction of CMMI
- Evolution of CMMI for Services

2) Introduction to CMMI

2 hours

- Structure
- Model Components
- Maturity Levels
- Process Groups

Module 2 (4 Hours)

1) Maturity Level 2

4 hours

- Project Planning (PP)
- Requirements Management (REQM)
- Configuration Management (CM)
- Measurement and Analysis (MA)
- Project Monitoring and Control (PMC)
- Process and Product Quality Assurance (PPQA)
- Supplier Agreement Management (SAM)

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Module 3 (4 Hours)

1) Maturity Level 3

4 hours

- Risk Management (RSKM)
- Integrated Project Management (IPM)
- Decision Analysis and Resolution (DAR)
- Organizational Process Definition (OPD)
- Organizational Process Focus (OPF)
- Organizational Training (OT)

Module 4 (4 Hours)

1) Maturity Level 4

4 hours

- Quantitative Project Management (QPM)
- Organizational Process Performance (OPP)

2) Maturity Level 5

- Causal Analysis and Resolution (CAR)
- Organizational Innovation and Deployment (OID)